

From: Julian Shapiro
To: Microsoft ATR
Date: 1/24/02 11:30am
Subject: Microsoft settlement

To Whom It May Concern:

I would like to suggest a remedy for the case against Microsoft.

Neither the current proposal (a lame slap on the wrist) nor huge monetary fines nor Judge Jackson's breakup scheme will actually benefit the consumer. They are all negative proposals that will hurt Microsoft's stock price but accomplish little else.

Instead I propose that Microsoft be required to provide complete documentation, as well as free technical support 24 hours a day, 365 days a year for all of their products for any licensed customer.

This will cost Microsoft a great deal but the consumer would be the direct beneficiary. Microsoft, for its part, could only reduce its burden by improving the software and the documentation, or by getting out of a particular area of software development - making room for competition.. Again, the consumer would benefit.

It has been suggested to me that this proposal would hand Microsoft a monopoly in the "help desk" business. That might be true but the requirements of this proposal would be so huge that Microsoft would have to outsource the work to every "help desk" company it could find.

Thank you for taking this under consideration

Julian Shapiro

CC: sarah72